



**भारतीय दूरसंचार विनियामक प्राधिकरण**  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
**भारत सरकार / Government of India**



महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
**Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg**  
(पुराना मिन्टो रोड) नई दिल्ली / (Old Minto Road), New Delhi-110002  
फैक्स / Fax : +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

**DIRECTION**


Dated: 01 January, 2018

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), regarding extension of the validity period of Unique Porting Codes, issued to the subscribers of M/s Reliance Communication Limited, pursuant to the direction No.116-9/2017-NSL-II dated the 3<sup>rd</sup> November, 2017.

No.116-9/2017-NSL-II- Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act, 1997), has been entrusted with discharge of certain functions, *inter alia*, to ensure compliance of terms and conditions of license; regulate the telecommunication services; protect the interests of service providers and consumers of the telecom sector;

2. And whereas M/s Reliance Communications Limited (hereinafter referred to as M/s RCL) has, vide its letter dated 31<sup>st</sup> October 2017, intimated the Authority that with effect from 1<sup>st</sup> December, 2017, M/s RCL shall discontinue 2G/GSM services in Andhra Pradesh, Haryana, Maharashtra, UP(East), UP(West), Tamil Nadu, Karnataka and Kerala licensed service areas and necessary intimation has been sent to all the subscribers to port out their mobile number to any other service provider of their choice, in case they do not wish to continue with 4G data services of M/s RCL;

3. And whereas M/s RCL, vide their letter dated the 1<sup>st</sup> November, 2017, intimated the Authority, regarding approval of Department of Telecommunications for transfer and vesting of telecommunication business of Systema Shyam Televentures Limited to M/s RCL and implementation of scheme of arrangement/ amalgamation with effect from midnight of the 31<sup>st</sup> October, 2017;

  
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4. And whereas M/s RCL also intimated, vide their letter referred in para 3 above, that post implementation of scheme of arrangement/ amalgamation, it will be upgrading the network from CDMA to LTE in the licensed service areas of Delhi, Rajasthan, UP (West), Tamil Nadu, Kerala, Karnataka, West Bengal, Gujarat and Kolkata licensed service areas and CDMA services will be shutdown effective from 23:59 Hrs of the 30<sup>th</sup> November, 2017;

5. And whereas the Authority, vide direction dated the 3<sup>rd</sup> November, 2017, inter-alia directed M/s RCL to generate unique porting codes (herein after referred as UPCs) for all its subscribers in the licensed service areas para 2 and 4 above and keep all the UPCs generated pursuant to the date of direction i.e. the 3<sup>rd</sup> November, 2017 and UPCs generated prior to the date of the said direction which were valid on that date, valid till 23:59:59 hours of the 31<sup>st</sup> December, 2017;


6. And whereas pursuant to the direction dated the 3<sup>rd</sup> November, 2017, the license service area wise summary of ported out numbers, as provided by M/s RCL, vide their letter dated 22<sup>nd</sup> December, 2017, indicates that there are still large number of subscribers who remain to be ported out from the network of M/s RCL;

7. And whereas the Authority, through various channels, have received large number of complaints from the subscriber of M/s RCL regarding their inability to port out the mobile number due to non-receipt of UPC by them;

8. Now, therefore, in exercise of the powers conferred upon it under section 13, read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section (11), of TRAI Act, 1997 and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), the Authority, in the interest of subscribers, hereby directs –

(a) M/s Reliance Communications Limited to–

- (i) keep all UPCs generated pursuant to the direction dated the 3<sup>rd</sup> November, 2017 and UPCs that are expiring on the 31<sup>st</sup> December, 2017, valid till 23:59:59 hours of the 31<sup>st</sup> January, 2018;
- (ii) send, on daily basis, the SMS containing information of UPC to those subscribers who have neither opted for 4G data services of M/s RCL nor able to port out and submit compliance report on every Monday with effect from 1<sup>st</sup> January, 2018 till 31<sup>st</sup> January, 2018 in the format below:-

  
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Date	Number of subscribers in VLR (service area wise)	No of subscribers sent SMS with UPC details	Number of SMS delivered successfully

- (iii) issue public notice of minimum size of 12 cm X 12 cm, within two days of issue of this Direction, in at least two daily newspapers registered with Registrar of Newspapers for India, Govt. of India in all the licensed service areas mentioned in the subject above, out of which one newspaper should be in Hindi or English language and another newspaper should be in regional language, regarding extension of validity of UPCs which are expiring on the 31<sup>st</sup> December, 2017 till 23:59:59 hours of the 31<sup>st</sup> January, 2018 and the options available to the subscribers to port their mobile numbers to other service providers of their choice till the 31<sup>st</sup> January, 2018;
- (iv) issue public notice on the main page of its website with minimum font size of 20, informing the subscribers of the licensed service areas under reference regarding extension of validity of UPCs till 23:59:59 hours of the 31<sup>st</sup> January, 2018 and to port out their mobile number to any other telecom service provider till the 31<sup>st</sup> January, 2018;
- (v) furnish compliance report of this direction to the Authority by the 10<sup>th</sup> February, 2018 in addition to the information/ details sought as compliance vide direction dated 3<sup>rd</sup> November, 2017 and the details of the number of subscribers successfully ported out and remaining subscribers who could not port out and reasons thereof;
- (b) all Telecom Service Providers and Mobile Number Portability Service Providers to recognize additional UPCs with service provider codes as 'C', 'F', 'G', 'H', 'K', 'L', 'N', 'P', 'Q', 'S', 'W', 'X' and 'Z' in addition to the existing service provider code 'R' for the licensed service areas as mentioned in sub-para (a) (i) to (vi) of para 14 of the direction dated 3<sup>rd</sup> November, 2017, for the subscribers of M/s RCL;
- (c) MNP Service Providers to -
- (i) allow porting of mobile numbers of subscribers of M/s RCL for the service areas referred in para 2 and 4 of this direction, with UPCs which are expiring on the 31<sup>st</sup> December, 2017 till 23:59:59 hours of the 31<sup>st</sup> January, 2018; and

  
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(ii) not to accept after the 31<sup>st</sup> January, 2018, requests from the subscribers of M/s RCL, as donor operator, for porting of 2G/GSM and CDMA mobile numbers for the licensed service areas under reference.

  
01.01.2018

**(S. T. Abbas)**

**Advisor (Network, Spectrum and Licensing)**

To,

All TSPs and MNPSPs